

migrant-friendly hospitals

Subproject C: Staff training towards cultural competence: Enable hospital staff to better handle cross-cultural encounters

Needs assessment as instrument for planning and starting the implementation process

Linking up with the needs assessment regarding migrant-friendly hospital services carried out in February-March 2003 - where deficits in “cultural competence” were identified as a major challenge to optimal service delivery – it is recommended to further explore the **specific problems that ask for training to enable staff to better handle cross-cultural encounters** in the model departments the partner hospitals are going to select in a call for tender in November.

Aims of the Needs Assessment

The Needs Assessment in the Model Departments should facilitate decision making concerning:

- a) the specific problems of your staff does the training should address in the planned running period of the project till May 2004
- b) the scope, design and content of the training and on the composition of the team of trainers with reference to these problems.

Questions to be answered in the Needs Assessment

- What are the most important specific problems among staff in the department that are related to cultural diversity? Develop a list of priorities!
 - Importance of problems relates to frequency as well as severity of consequences
 - Cultural diversity in the context of this project relates to ethnic descent, but also to related religion, migration history and legal situation, social stratification, gender, sexual orientation etc.
 - Problems / interests can be related to: clinical communication/ interaction, hotel services, family support/ visitors; multi-cultural teams, etc.
- Which professional groups/ levels of hierarchy are specially concerned with what sort of problems? Develop a matrix with the list of priorities!
 - Doctors
 - Nurses
 - Other professional staff
 - Administration/ Management
 - Helpers/ Aides
- Which specific personal competences are needed to successfully cope with these problems in everyday hospital practice? What should be addressed in the training?
 - Which cultural distinctions is it important to be aware of?
 - Which knowledge about which specific problems and possible solutions, about what general background would be considered helpful?
 - Training for which skills is requested by staff? How will the new training relate to what is already being done?
- Are there any specific organisational constraints that are relevant for staffs ability to deal with culture related problems that form the relevant context for the staff's experiences?
 - Resources (time, workload, support services for interpreting, mediation etc)
 - Rules and regulations on how to deal with cultural diversity in everyday practice
 - Organisational culture concerning cultural diversity

migrant-friendly hospitals

Suggested Procedure/ Methods:

- ➔ Plan the Needs Assessment in collaboration with the trainer/ team you have pre-selected!
- ➔ Collect/ analyse available department data with reference to cultural diversity – utilisation, resources available, but also problems/ complaints tc.
- ➔ Start out with a systematic interview with the department management – in collaboration with the pre-selected trainer to clarify the expectations/ aims/ targets for the training (start the contract negotiations)
- ➔ Conduct individual or group interviews with staff members on the model departments from all relevant professional groups and levels of hierarchy to identify the most important problems.
- ➔ Arrange a meeting between the trainer and the community representatives to identify resources for better information/ support of staff.
- ➔ Analyse results and specify the content and curriculum of the training in collaboration with the trainer
- ➔ Finalise the process with a meeting of project group, trainer and department management, informing about results of the needs assessment and consequences for training design and content (finalise contract)

Tip: On the hospital level, much of this information was collected in the first interviews with local focal persons. Review your hospital's fact sheet (downloadable from www.mfh-eu.net) for possible changes in utilisation patterns since the time of the interview (July-September 2002). Also, consult your local needs assessment results to obtain this information.